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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/699,264	10/30/2003	Sherif Yacoub	200309365-1	2032
22879 7590 01/15/2008 HEWLETT PACKARD COMPANY P O BOX 272400, 3404 E. HARMONY ROAD INTELLECTUAL PROPERTY ADMINISTRATION FORT COLLINS, CO 80527-2400			EXAMINER PHAN, JOSEPH T	
			ART UNIT 2614	PAPER NUMBER
			NOTIFICATION DATE 01/15/2008	DELIVERY MODE ELECTRONIC

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

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Office Action Summary

Application No.

10/699,264

Applicant(s)

YACOB, SHERIF

Examiner

Joseph T. Phan

Art Unit

2614

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 30 October 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-22 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-22 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date 3/11/04
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: _____

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-22 rejected under 35 U.S.C. 102(e) as being anticipated by Blass, Patent #7,280,968.

Regarding claims 1 and 20, Blass teaches a method and means(Fig.1) for call center dialog management, comprising: means for presenting a contact with a first call center dialog segment having a current call center dialog property(col.7 lines 42-45 and col.8 lines 31-33); receiving from the contact a contact dialog segment(col.6 lines 27-29 and col.7 lines 23-34; received segment is "I vuld like to vly to Orrlatdo"); identifying a dialog property keyword within the contact dialog segment(col.6 lines 29-38; keyword is "vuld or vly or Orrlatdo"); replacing the current call center dialog property with a new call center dialog property in response to the dialog property keyword(col.6 lines 35-38; new dialog property is slower output property); and presenting a second call center dialog segment having the new call center dialog property to the contact(col.6 lines 33-38 and col.7 lines 23-32 and lines 50-60).

Regarding claim 2, Blass teaches the method of claim 1:
wherein the dialog property keyword indicates a dialog speed(col.6 lines 29-38; “Orrlado” indicates slower speed); and
wherein replacing includes replacing a first dialog speed with a second dialog speed(col.6 lines 33-38; replaced with a second slower speed).

Regarding claim 3, Blass teaches a method of claim 1:
wherein the dialog property keywords indicates a dialog language(col.6 lines 29-38); and
wherein replacing includes replacing a first dialog language with a second dialog language(col.5 lines 10-13 and col.6 lines 33-38; second dialog language is a more clear and slower language).

Regarding claim 4, Blass teaches a method of claim 1:
wherein the dialog property keywords indicate a contact expertise level(col.6 lines 29-38; keywords indicate low contact level); and
wherein replacing includes replacing a first contact expertise level with a second contact expertise level(col.6 lines 33-38; replaces a first level with a second clearer and slower level).

Regarding claim 5, Blass teaches the method of claim 1,
wherein the dialog property keywords indicates a contact help level(col.6 lines 29-38; keywords indicate that the contact needs help with dialog being adjusted); and
wherein replacing includes replacing a first contact help level with a second contact help level(col.6 lines 33-38; replaces a first help level with an adjusted second help level).

Regarding claim 6, Blass teaches the method of claim 1, wherein replacing includes replacing a first pre-recorded call center dialog segment having the current call center dialog property with a second pre-recorded dialog segment having the new center dialog property(col.6 lines 33-38 and col.7 lines 50-60).

Regarding claim 7, Blass teaches the method of claim 1:
wherein replacing includes adjusting a text-to-speech synthesizer from
generating center dialog segments having the current call center dialog property toward
generating center dialog segments having the new call center dialog property(col.6 lines 25-38
and col.7 lines 23-32 and lines 46-60).

Regarding claim 8, Blass teaches the method of claim 1:
wherein replacing includes adjusting a Voice-XML prosody tag from
generating center dialog segments having the current call center dialog property toward
generating center dialog segments having the new call center dialog property(col.6 lines 25-38
and col.7 lines 23-32 and lines 46-60).

Regarding claim 9, Blass teaches the method of claim 1;
wherein replacing includes adjusting a digital signal processor time-scale
modification(col.6 lines 25-38 and col.7 lines 23-32 and lines 46-60)..

Regarding claim 10, Blass teaches the method of claim 1: further comprising,
generating a set of dialog metrics from the contact dialog segment; and comparing the set of
dialog metrics against a set of dialog metric thresholds; and wherein replacing includes,
replacing the current call center dialog property with a second new call center dialog property, if
no dialog property keyword is identified and the generated dialog metrics vary from the first set

of thresholds by a first predetermined amount(*col.5 lines 35-67 and col.6 lines 25-38; Blass generates metrics from received dialog segments and compares to stored value thresholds so his system will know how to adjust the second dialog*).

Regarding claims 11, 17, 19, 21, Blass teaches a method, system (Fig.1), and computer-usable medium embodying computer program code for call center dialog management, comprising: means for presenting a contact with a first call center dialog segment having a current call center dialog property(Fig.1, col.7 lines 1-4); receiving from the contact a contact dialog segment(col.6 lines 25-38); identifying a dialog property keyword within the contact dialog segment(col.6 lines 29-38; keyword is "vuld or vly or Orrlatdo"); generating a set of dialog' metrics from the contact dialog segment(col.5 lines 50-67 and col.6 lines 29-38); comparing the set of dialog metrics against a set of dialog metric thresholds(*col.5 lines 50-67 and col.6 lines 29-38; the keywords spoken is compared to stored set of metrics/phonemes to know that a low language proficiency level was resulted*); replacing the current call center dialog property with a new call center dialog property, if the generated dialog metrics vary from the set of thresholds by a predetermined amount(col.5 lines 50-67 and col.6 lines 29-38); replacing the current call center dialog property with a second new call center dialog property, if no dialog property keyword is identified and the generated dialog metrics vary from the first set of thresholds by a first predetermined amount(*col.5 lines 35-67 and col.6 lines 25-38; Blass generates metrics from received dialog segments and compares to stored value thresholds so his*

system will know how to adjust the second dialog); and

presenting a second call center dialog segment having the new call center dialog property to the contact (col.6 lines 29-38).

Regarding claim 12, Blass teaches the method of claim 11 wherein generating includes: totaling a number of times the contact was asked to respond to the first call center dialog segment(col.7 lines 44-45; total number can be one).

Regarding claim 13, Blass teaches the method of claim 11 wherein generating includes: totaling a number of times the contact requested help(col.6 lines 29-38; "vuld like to vly" is requesting help once).

Regarding claim 14, Blass teaches the method of claim 11 wherein generating includes: calculating how poor the contact's grammar is(col.6 lines 29-38).

Regarding claim 15, Blass teaches the method of claim 11 wherein replacing includes: replacing a first dialog speed with a second dialog speed(col.6 lines 29-38).

Regarding claim 16, Blass teaches the method of claim 11 wherein replacing includes: replacing a first dialog language with a second dialog language(col.6 lines 29-38; see above language claim).

Regarding claim 18, Blass teaches the computer-usable medium embodying computer program code(Fig.1) for commanding a computer to effect call center dialog management, comprising: presenting a contact with a first call center dialog segment having a current call center dialog property(col.7 lines 42-45 and col.8 lines 31-33); receiving from the contact a contact dialog segment(col.6 lines 27-29 and col.7 lines 23-34; received segment is "I vuld like to vly to Orrlatdo");

identifying a dialog property keyword within the contact dialog segment(col.6 lines 29-38; keyword is “vuld or vly or Orrlatdo”);
replacing the current call center dialog property with a new call center dialog property in response to the dialog property keyword(col.6 lines 25-38; new dialog property is slower output property); and
presenting a second call center dialog segment having the new call center dialog property to the contact(col.6 lines 33-38 and col.7 lines 23-32 and lines 50-60).

Regarding claim 22, Blass teaches a system for call center dialog management, comprising: an interactive voice response module for presenting a contact with a first call center dialog segment having a current call center dialog property and receiving from the contact a contact dialog segment(130 Fig.1 and col.3 line 64-col.4 line 10);
a dialog analysis module for identifying a dialog property keyword within the contact dialog segment(135 and 140 Fig.1 and col.6 lines 25-38);
a dialog property controller for replacing the current call center dialog property with a new call center dialog property in response to the dialog property keyword(130, 135 and 140 Fig.1 and col.6 lines 25-38); and
wherein the interactive voice response module then presents a second call center dialog segment having the new call center dialog property to the contact(135 and 140 Fig.1 and col.6 lines 25-38).

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Joseph T. Phan whose telephone number is (571) 272-7544. The examiner can normally be reached on Mon-Fri 9am-6pm.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang can be reached on (571) 272-7547. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

JTP

January 3, 2008



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